

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**SECRETARY
VARIOUS DEPARTMENTS**

GENERAL STATEMENT OF DUTIES

Performs a variety of moderately complex clerical and routine secretarial duties in support of activities in a City department or division. Characteristic of this position is the employee's knowledge of department functions and activities. Employee reports to a department or division director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs clerical and secretarial duties to assist the department or division director. Work includes such activities as preparing a variety of correspondence and other documentation and/or transcribing material, screening and independently handling a variety of routine inquiries by telephone and in person, performing data entry and typing, and maintaining a variety of records and files. Work is characterized by its emphasis on providing clerical support for the Department or Division. Employee processes information using a variety of computer-driven word processing, spreadsheet and/or file maintenance programs. Duties assigned to employees in this class may vary according to the needs the department assigned and/or allocation of workload. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Work is performed under the general supervision of an Administrative Assistant or a department or division director, and is evaluated through observation, conferences and review of work performed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Receives telephone calls and visitors; provides information regarding department activities and programs; refers calls or visitors to appropriate City officials; establishes and cancels meetings and appointments, as appropriate.

Types material from typed or handwritten copy or machine dictation to prepare such documents as correspondence, reports, budgets, manuscripts, schedules, news releases, work orders, purchase orders, forms, logs, etc., which may require use of a variety of complicated formats; assumes responsibility for accuracy of spelling, punctuation, format and grammar.

Utilizes computerized data entry equipment and various word processing,

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spreadsheet, file maintenance, and/or database programs to enter, store and/or retrieve information as requested or otherwise necessary.

Maintains contact with departmental personnel regarding office activities and deadlines; may contact department personnel via two-way radio; may notify outside agencies of activities as necessary.

Establishes and maintains a variety of records and files.

Processes outgoing mail; sorts and distributes incoming mail and other material, as appropriate.

Operates facsimile machine to transmit and receive documents; transmits and receives messages via e-mail.

ADDITIONAL JOB FUNCTIONS

Collects fees for various services and maintains related records; may prepare invoices.

Maintains office supply inventories.

Oversees maintenance of office machines, contacting service personnel as necessary.

Assumes dispatch duties, as necessary.

Oversees activities of volunteer workers, assisting and advising as necessary.

Prepares bank deposits or bank deposit requests.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the organization and functions of the area of assignment.

Considerable knowledge of arithmetic, spelling, grammar, punctuation and vocabulary.

General knowledge of modern office practices, procedures, equipment and advanced clerical techniques including a knowledge of popular computer-driven word processing, spreadsheet, and file maintenance programs.

General knowledge of City and departmental rules, regulations, policies and procedures, and the ability to interpret them.

Working knowledge of the principles and practices of modern office management.

Skill in the operation of computer-driven data entry equipment.

Ability to operate multi-line telephone systems and/or two-way radios.

Ability to develop and modify work procedures, methods and processes to improve efficiency.

Ability to maintain complex records and to prepare accurate reports from statistical or other types of technical information.

Ability to compose effective correspondence.

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Ability to deal with people in a tactful and effective manner.

Ability to communicate effectively in oral and written form.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school supplemented by college-level course work in secretarial science, and 6 months to 1 year of experience in clerical work; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENT

Positions in Police Department may require certification by the State Bureau of Identification in use of the National Crime Information Center and Division of Crime Information computer databases.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in

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the workplace.

Salary Grade 6
Non-Exempt